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City of Milwaukie Overview

Organization: City Government
Web site: www.cityofmilwaukie.org
Annual Revenue: \$13.5 Million

Organization Profile:

Small town charm, life on the waterfront, easy access to big city amenities... all of these describe the "City of Dogwoods." The City of Milwaukie is located along the scenic Willamette River, immediately adjacent to the Portland, Oregon metro area. Home to more than 20,500 residents, Milwaukie has been named as one of the 50 best places to raise a family.

Already home to many regional and national companies, the city is continually making investments to grow its business base: revitalizing its downtown core, upgrading its Riverfront Park, improving transportation, and rolling out the red carpet for new and expanding businesses.

From the City of Milwaukie...

"I was very pleased with ASG's ability to complete this project so quickly! Our new system is up and running and we couldn't be happier with it."

—Willie Miller
Facilities Maintenance Coordinator
City of Milwaukie



MILWAUKIE

Dogwood City of the West

CASE STUDY: City of Milwaukie, OR Finding Freedom from Proprietary Security Systems

Some stories never die. For years, IT and security managers have been sold the proposed benefits of single source, proprietary security platforms that will offer them broad functionality across a variety of needs.

Unfortunately the promise too often results in average functionality, inflexible and closed systems, locked in costs, and a future value that is reliant on the vendor's willingness and ability to stay current in areas that are usually not core to their business.

In 2007 the City of Milwaukie, Oregon, performed a review their annual security management expenditures and capabilities and discovered that their single-source legacy system was costing more and delivering less than ever before.

Challenge

After performing a baseline assessment of their legacy system, the City identified that they were using a single source vendor to provide basic intrusion alarm and access control capabilities. Their solution consisted

of a mix of proprietary and industry standard security equipment as well as system software and auditing services that were managed off premises.

This proprietary system required a substantial amount be spent on equipment and management system maintenance from a single vendor. The system did not provide integration with the City's IT infrastructure, preventing the system from interacting with citywide databases such as human resources. Additionally, the City's ability to efficiently and effectively manage their Access Control policies was hampered by a rigid system for controlling and deploying access rights.

Solution

The City needed a comprehensive, IT oriented solution which would reduce their monthly financial expenses, increase the speed and autonomy of their access credential operations, and allow for the integration of third party management software and freedom

Continued on reverse



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ABOUT ASG:

Aronson Security Group (ASG) is the premier independent integrator of enterprise security solutions. Building on a strong reputation for engineering and service for over 45 years, ASG provides engineering excellence, world-class service, and security expertise to premier regional and national organizations.

from proprietary sources of equipment and service. So they turned to ASG. Following our Path to Value, the City collaborated with our business and engineering professionals to assess their legacy system, evaluate the long term needs of the City, and assist in designing a comprehensive solution ready for citywide deployment.

ASG proposed an open system architecture consisting of Lenel OnGuard security information management and ID Credential Management software. This system was implemented at the City's Public Safety building where the preexisting access control system was removed and internal infrastructure reutilized.

After a short trial period, site surveys of other City buildings were carried out and the citywide expansion of the new system was approved and later executed in 2008. The Public Works, Library, Library Annex, City Hall, and Public Safety buildings are now managed over the City of Milwaukie's own network and adhere to common industry standards.

Keeping an eye to future expansion, the system was optimized to allow the Lenel platform to support high definition video surveillance, granting the City the option to expand their current security solution to include video surveillance at a later date.

Benefits

The City of Milwaukie has gained the following benefits with their new system:

- Now operating on a non-proprietary platform
- Eliminated their dependence on a single vendor
- Reduced external costs
- Reduced delays in system changes and report generation
- Gained the ability to use internal resources (IT) to manage the security system
- Gained the ability to easily expand the system through their existing IT network to future sites
- Gained the freedom to remove boundaries between Security's access control and ID management systems and other critical information systems such as Active Directory

Additionally, the City now has plans to implement a video surveillance solution throughout the system, which they can now easily integrate into their new security solution.